

What are the requirements to rent a vehicle?

In order to rent a car from Centerline, you need a valid driver's license, a major credit card with a name that exactly matches the renter's driver's license, and the renter must be 25 years of age or older. The main driver and any additional drivers must be present to rent a car.

What is the credit card policy?

Credit cards with a major credit vendor logo, such as MasterCard, Visa, American Express, and DiscoverCard, are accepted to rent a vehicle. For rentals 1-30 days, a minimum authorization of \$500 or an amount equal to the price of the rental, whichever is greater, is held on the card. This is a hold, not a charge, and will be released at the end of the rental, assuming there are no outstanding charges. You may close out the rental in cash if there are no damages to the vehicle upon return.

Can I use a debit card?

Yes, Centerline Car Rentals accepts debit cards. The debit card must have a major credit card logo on it and the cardholder's name must match the name on the renter's driver's license. When using a debit card, the renter **MUST** accept the daily Collision Damage Waiver, and a deposit equal to the total rental invoice plus \$1,000 will be held on the card. Centerline will release the deposit as soon as the rental is returned; however, it is dependent on your bank to release the funds back to your account.

What is Collision Damage Waiver (CDW)?

Collision Damage Waiver is a waiver of financial responsibility for the renter for a damaged vehicle. It is NOT insurance; however, in some instances your liability would be reduced to a \$500 deductible. There is an option during our reservation process to add the CDW.

Is it true that on St. Croix you drive on the left side of the road?

Yes, we drive on the left side of the road on St. Croix. It's one of the charms of our rich history.

Are special driving permits required to drive in the USVI?

A renter with a valid driver's license from their country of residence may rent a vehicle with Centerline Car Rentals. The U.S. Virgin Islands does not require a special permit for international drivers.

Is there a fee for additional drivers?

Yes, a daily fee for additional drivers applies. Please select Additional Drivers during the reservation process or notify the rental agent of additional drivers when picking up your rental car.

There is no additional driver fee for a spouse. Our policy requires a spouse have the same last name or proof of marriage (i.e. marriage certificate) be provided.

Do you deliver vehicles?

Yes, Centerline can deliver vehicles to most St. Croix hotels. Please ask your hotel front desk or concierge to make arrangements for delivery or contact our Mid-Island – La Reine office at 340-778-0450.

Can you pick me up?

If you find yourself unable to get to one of our three rental car locations, we can pick you up. Contact our Mid-Island – La Reine location at 340-778-0450 to reserve a vehicle and arrange for pick-up.

What if I'm arriving on a late flight?

We meet all flights! The Centerline Car Rentals counter at the Henry E. Rohlsen Airport (STX) is open for the arrival of all flights. Share your flight details when booking online to ensure that our team knows when to expect you. We are aware of flight delays, so if we know you're on a delayed flight we'll be able to plan accordingly.

If arriving by seaplane, our Christiansted office is right next door to the seaplane terminal. The Christiansted office closes at 5:30pm. If your flight is arriving after 5:30pm, please call to make arrangements with our rental agent.

What if I am departing on an early flight?

Centerline's Henry E. Rohlsen Airport Returns office opens 2 hours before the earliest flight departure. There is a key drop at the Terminal Rental Counter inside the Airport that can be used if the Rental Car Return Office and Terminal Rental Counter are closed. Please leave your vehicle in a designated Centerline parking space.

Are car seats available?

Yes, for a modest fee you may rent a car seat. Select the car seat option during the rental process to ensure availability.

Note: Renters must install the car seat themselves for liability purposes.

Are vehicles allowed off road?

None of Centerline's rental vehicles are allowed off road. This includes 4x4 vehicles.

Can I choose the color of my car?

No, it is not possible to pre-select the color of your rental car due to the logistics involved in the fleet rotation.

What is your fuel policy?

For your convenience, each Centerline rental vehicle comes with a full tank of gas. In mutual fairness, we ask that you return your vehicle full. Note: there is not a gas station next door to the Airport, so plan ahead when returning your rental car.

How do I cancel a reservation?

To cancel your rental car reservation, contact us the same way you did to book the vehicle or call any of our phone numbers. You may cancel on our website if you have your confirmation number. Please do not use Facebook Messenger or other social media outlets to manage your reservation.

What is your cancellation policy?

We thank you for giving us a heads-up and we hope you will be back. Please give us 24-hours notice and no cancellation charges apply. If less time or no notice is given, the minimum cancellation amount is \$25.00.

Are there any hidden charges?

No. At Centerline, we believe in straightforward, fair business practices. We will clearly explain and quote rates.

Where can I return my rental vehicle?

Your vehicle may be returned at any of our rental car locations. You just need to let us know at the time of the rental where you plan to return your vehicle.